

RESOLUTION NO. 2009-37

A RESOLUTION, of the City of Wenatchee formalizing the policy for the refund of parks and recreation fees and charges.

WHEREAS, the City of Wenatchee Parks and Recreation Department provides recreation program services and facilities for residents and visitors of the community; and

WHEREAS, fees are charged to registrants for the opportunity to participate or reserve a facility; and

WHEREAS, occasionally participants desire to withdraw from the program or cancel their reservation and receive a refund of their fees; and

WHEREAS, it is desirable to have in place a policy to facilitate the provision of refunds.

NOW, THEREFORE, be it resolved by the City Council of the City of Wenatchee as follows:

1.0 Purpose

- 1.1 The purpose of this policy is to establish conditions for the distribution of refunds for parks and recreation program and facility charges.

2.0 Policy

2.1 General Provisions

The following general provisions apply in all instances:

- 2.1.1 Cancellations by the City of Wenatchee due to misuse of a facility or failure to follow facility policies may result in forfeiture of all fees, expulsion from the facility and denial of future use requests.
- 2.1.2 Refunds are subject to a Processing Fee as established by the City Council in the fee ordinance unless waived by the City of Wenatchee.
- 2.1.3 Refund requests must be reviewed and approved by the Parks and Recreation Director or his/her designee.

2.1.4 The Parks and Recreation Director or his/her designee shall have the discretion to grant refunds outside of this policy to respond to special circumstances or conditions.

2.1.5 Refund requests must be accompanied by a completed and signed Request for Refund Form, copy of original receipt and, if applicable, proof of injury or illness, and a copy of their registration or reservation form.

2.2 Program Refunds

To receive refunds for recreational programs, the following criteria apply:

2.2.1 Seven business days or more to program start

2.2.1.1 To be eligible for a full refund, a written request must be submitted to the Parks and Recreation Department a minimum of seven (7) business days prior to the scheduled start of the program, or event.

2.2.2 Six business days or fewer to program start

2.2.2.1 To be eligible for a refund, a written request must be submitted to the Parks and Recreation Department. Refunds will be issued for 50% of registration fee and will be given only for extended illness or injury. Proof of extended illness or injury is required.

2.2.3 After program start

2.2.3.1 To be eligible for a pro-rated refund, a written request must be submitted to the Parks and Recreation Department. Refunds will be available only to those who have missed more than fifty percent (50%) of the scheduled programs due to an extended illness or injury. Proof of extended illness or injury is required.

2.2.3.2 Refunds will be applied for the portion of the program remaining after receipt of the written request.

2.2.4 Drop in Programs.

2.2.4.1 Participants in one time "drop in" programs are not eligible for refunds.

2.3 Athletic Field Refunds

2.3.1 If the athletic field is unplayable due to weather, renters have until the close of business on the first business day following the reservation to notify the Parks and Recreation Department.

- 2.3.2 Refunds are subject to the Processing Fee as established by the City Council in the fee ordinance unless waived by the City of Wenatchee.

2.4 Park Facility Rental Refunds

- 2.4.1 Park Facility Rentals are not eligible for refunds due to weather, natural occurring factors or other events such as fire unless cancelled by the Parks and Recreation Department.
- 2.4.2 Twenty one days or more prior to reservation
 - 2.4.2.1 To be eligible for a full refund, a request must be submitted to the Parks and Recreation Department a minimum of twenty-one (21) days prior to the reservation.
- 2.4.3 Twenty to seven days prior to reservations
 - 2.4.3.1 Requests submitted during this time period will receive a 50% refund for Reservation Fees.
- 2.4.4 Less than seven days prior to the reservation
 - 2.4.4.1 Not eligible for refunds.

2.5 Park Special Event Refunds

- 2.5.1 Park Special Event Permit Applications are not eligible for refunds due to weather, natural occurring factors or other events such as fire unless cancelled by the Parks and Recreation Department.
- 2.5.2 Forty-Five days or more prior to reservation
 - 2.5.2.1 To be eligible for a full refund, a request must be submitted to the Parks and Recreation Department a minimum of forty-five (45) days prior to the reservation.
- 2.5.3 Forty-four to thirty-one days prior to reservations
 - 2.5.3.1 Requests submitted during this time period will receive a 50% refund for Permit Fees.

2.5.4 Less than thirty days prior to the reservation

2.5.4.1 Not eligible for refunds.

2.6 Community Center

2.6.1 Applicants wishing to cancel the Community Center Use Permit and receive a refund must submit a written request as follows:

2.6.1.1 FULL DAY RENTALS:

- a. 31 days or more prior to the reservation. A full refund will be provided, less the Processing Fee.
- b. 30 days or less prior to the reservation. Cancellations will result in a cancellation fee charge of fifty (50%) percent of the rental fee.
- c. Deposits for cleaning and damage will be refunded in full.

2.6.1.2 PARTIAL DAY RENTALS:

- a. 10 business days or more prior to the reservation. A full refund will be provided, less the Processing Fee.
- b. 10 business days or fewer prior to the reservation. A cancellation fee of fifty (50%) percent of the rental fee will be charged.
- c. Deposits for cleaning and damage will be refunded in full.

2.6.2 Damage deposits will be fully reimbursed if cleanup is acceptable, no damage is noted to the facility or equipment, and all policies have been followed.

2.7 Swimming Pool Refunds

2.7.1 To receive refunds for swimming lessons, the following criteria apply:

2.7.1.1 Seven business days or more to program start

- a. To be eligible for a full refund, a written request must be submitted to the Parks and Recreation Department a

minimum of seven (7) business days prior to the scheduled start of the program.

2.7.1.2 Six business days or fewer to program start

- a. To be eligible for a refund, a written request must be submitted to the Parks and Recreation Department. Refunds will be issued for 50% of registration fee and will be given only for extended illness or injury. Proof of extended illness or injury is required.

2.7.1.3 After program start

- a. To be eligible for a pro-rated refund, a written request must be submitted to the Parks and Recreation Department. Refunds will be available only to those who have missed more than fifty percent (50%) of the scheduled programs due to an extended illness or injury. Proof of extended illness or injury is required.
- b. Refunds will be applied for the portion of the program remaining after receipt of the written request.

2.7.2 Season and half season passes: The amount of the refund will be prorated (weeks/visits) based on the refund request date. Pool passes are non transferable.

2.7.3 Individual Public Swim Admissions: In the event that City of Wenatchee staff closes the pool due to lightning, mechanical or other emergency situations with more than one half of the scheduled swim time remaining and does not reopen the pool, sequentially numbered Rainy Day passes will be issued to guests who have paid for individual swim admissions. A record of the Rainy Day passes will be maintained. Rainy Day passes are valid for the current calendar year only and are non transferrable.

2.7.4 Pool rentals.

2.7.4.1 Rentals to the general public:

- a. Public Pool Rentals are eligible for full refunds in the event that the rental is cancelled by the Parks and Recreation Department for emergency, weather, mechanical or other conditions. Efforts to reschedule the rental will be explored with the guest prior to the issuance of a refund.

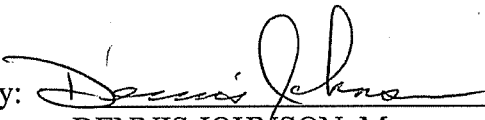
- b. To be eligible for a full refund, a request must be submitted to the Parks and Recreation Department a minimum of fourteen (14) days prior to the reservation.

2.7.4.2 Rentals to competitive teams:

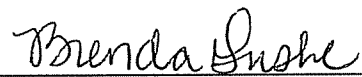
- a. Competitive team rental refunds will be calculated based upon the fee schedule, billing cycle and use as specified in the applicable Facility Use Agreement.

PASSED BY THE CITY COUNCIL OF THE CITY OF WENATCHEE at a regular meeting thereof this 14th day of May, 2009.

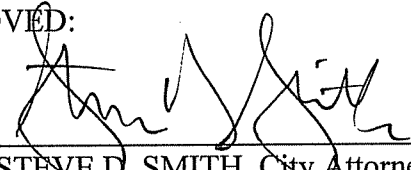
CITY OF WENATCHEE, a Municipal Corporation

By: 
DENNIS JOHNSON, Mayor

ATTEST:

By: 
BRENDA GUSKE,
City Clerk

APPROVED:

By: 
STEVE D. SMITH, City Attorney